

## **TOWN OF DAVIE TOWN COUNCIL AGENDA REPORT**

**AGENDA DATE:** April 07, 2005

**TO:** Mayor and Council Members

**FROM/PHONE:** Mark Alan, Director of Human Resources Management (954) 797-1169

**PREPARED BY:** Mark Alan

**SUBJECT:** Resolution establishing and modifying job classification specifications

**AFFECTED DISTRICT:** Not Applicable

### **TITLE OF AGENDA ITEM:**

A RESOLUTION OF THE TOWN OF DAVIE, FLORIDA AUTHORIZING THE ESTABLISHMENT OF JOB CLASSIFICATION SPECIFICATIONS FOR, COLLEGE INTERN, HIGH SCHOOL INTERN, AND GRADUATE INTERN AND AUTHORIZING THE MODIFICATION OF THE JOB CLASSIFICATION SPECIFICATION FOR ADMINISTRATIVE AIDE; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

### **REPORT IN BRIEF:**

The subject item has been agendized under the consent agenda. The adoption of this resolution will establish job specifications/descriptions for the existing job classifications of College Intern, High School Intern, and Graduate Intern; and modify the existing job specification/description for the Administrative Aide job classification.

Job specifications/descriptions for the existing job classifications of College Intern, High School Intern, and Graduate Intern are necessary since they are utilized within the Town of Davie's police department, among others. The police department is currently participating in a law enforcement accreditation process and one of the criteria for accreditation is the existence of a job specification/description for each job classification utilized by the department, even if said job specifications/descriptions are for Intern job classifications.

The modifications to the existing job specification/description for the Administrative Aide job classification are necessary in order to accurately reflect the job tasks, duties, and responsibilities of this job classification. Minor amendments to this job specification/description have been made subsequent to the time this item had been agendized for the March 16, 2005, Town Council meeting. The amendments to this job specification/description are indicated in Exhibit D as underlines and strikethroughs.

No authorization for salary range adjustments for any of these existing job classifications is being sought. Consequently, the adoption of this resolution will have neither a current nor a future fiscal impact.

The adoption of this resolution is necessary since pursuant to Personnel Rules and Regulations of the Town of Davie, Rule III, Section 7, new or revised job classification specifications will be submitted to the Town Council for approval.

**PREVIOUS ACTIONS:** None  
**CONCURRENCES:** Not Applicable  
**FISCAL IMPACT:** None

Has request been budgeted? Not Applicable

Account Name: Not Applicable

**RECOMMENDATIONS:** Staff recommends approval of the Resolution.

**Attachment(s):**  
- Resolution  
- Exhibits "A" through "D"

**cc:** Chris Kovanes, Interim Town Administrator  
Ken Cohen, Assistant Town Administrator  
Russell Muniz, Town Clerk

RESOLUTION NO. \_\_\_\_\_

A RESOLUTION OF THE TOWN OF DAVIE, FLORIDA AUTHORIZING THE ESTABLISHMENT OF JOB CLASSIFICATION SPECIFICATIONS FOR, COLLEGE INTERN, HIGH SCHOOL INTERN, AND GRADUATE INTERN AND AUTHORIZING THE MODIFICATION OF THE JOB CLASSIFICATION SPECIFICATION FOR ADMINISTRATIVE AIDE; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the Town of Davie desires to authorize job classification specifications for several job classifications;  
and

WHEREAS, it is recommended that said job classification specifications be enacted to formally establish current job specifications, for said job classifications; and

WHEREAS, it is in the best interest of the Town to enact said amendments to the classification plan.

NOW, THEREFORE, BE IT RESOLVED BY THE TOWN COUNCIL OF THE TOWN OF DAVIE, FLORIDA:

SECTION 1. The Town Council of the Town of Davie does hereby authorize the amendment of the Town of Davie classification plan by authorizing the job specifications for Administrative Aide, College Intern, Graduation Intern, and High School Intern job classifications, herein incorporated as Exhibits A through D.

SECTION 2. If any section, subsection, sentence, clause, phrase, or portion of this Resolution is, for any reason, held invalid or unconstitutional by any court of competent jurisdiction, such portion shall be deemed a separate, distinct, and independent provision and such holding shall not affect the validity of the remaining portion of the Resolution.

SECTION 3. This resolution shall take effect immediately upon its passage and adoption.

PASSED AND ADOPTED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, 2005

\_\_\_\_\_  
MAYOR/COUNCILMEMBER

Attest:

\_\_\_\_\_  
TOWN CLERK

APPROVED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, 2005

## **EXHIBIT A**

### **Class Specification COLLEGE INTERN**

#### **NATURE OF WORK**

This is administrative work which provides the opportunity for professional training in various offices throughout the Town. Assignments serve to offer practical experience and broad exposure to the Town's organizational structure. Close administrative direction and supervision is received from a superior; emphasis is placed on training interns for continuing employment in the area of discipline, potentially within the Town, or governmental entity. Work is reviewed through observation of performance, frequent conferences and reports.

#### **ILLUSTRATIVE TASKS**

Applies research techniques and analytical methods to the study of administrative systems, organizational structures, policies and procedures.

Conducts special studies in conjunction with a project; analyzes data and makes recommendations based upon studies.

Responsible for project assignments, research and analysis.

Provides information and assistance to the general public, and other municipalities or governmental agencies.

Prepares project reports and related data.

Performs related work as required.

#### **KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of the principles of management, organization, and administration.

Knowledge of organization and administration of governmental operations.

Ability to conduct research and make recommendations.

Ability to prepare technical reports.

Ability to communicate effectively, both orally and in writing.

Ability to serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of the Town of Davie's policies and procedures.

#### **MINIMUM EXPERIENCE AND TRAINING**

Currently enrolled in an accredited college or university.

## **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of machines and equipment including vehicles, computer, basic office equipment, telephone/radio, etc. Must be able to exert up to twenty pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Physical demands are in excess of those for sedentary work; must be able to remain on feet for periods of time, stoop, kneel, crouch, crawl, push, and pull. Must be able to lift, position and/or carry weights of up to twenty-five pounds.

**Data Conception:** Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communications:** Requires the ability of speaking and/or signaling people to convey or-exchange information. Includes receiving assignments and/or direction from supervisor.

**Language Ability:** Requires ability to read a variety of policy and procedure manuals, technical manuals, etc. Requires the ability to prepare routine reports, correspondence, etc. with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to learn and understand relatively complex principles and techniques; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow-verbal and written instructions. Must be able to communicate effectively and efficiently with co-workers, professionals and the general public.

**Numerical Aptitude:** Requires the ability to add and subtract totals, to multiply and divide, to utilize-mathematical formulas, to determine percentages and decimals and to determine time and weight. Must be able to use practical applications of algebra and statistics.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes using office and specialized-machinery, and to operate motor vehicles.

**Manual Dexterity:** Requires the ability to handle a variety of items, keyboards, office equipment, control-knobs, buttons, switches, catches, etc. Must have significant levels of eye/hand/foot coordination.

**Color Discrimination:** The ability to differentiate colors and shades of color is determined by Departmental assignment.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.

**Physical Communications:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

## **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has knowledge of the methods, procedures and policies of the assigned department. Understands the role of the position in relation to entire operations. Has considerable knowledge of the functions and interrelationships of other governmental agencies. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge in the areas of applicable Town codes and ordinances, etc. Is able to perform duties under adverse environmental conditions such as excessive heat, cold, odors, smoke, dusts, noise, machinery hazards, and electric currents. Has knowledge of applicable occupational hazards and safety precautions. Has the ability to plan and develop daily, short and long term goals related to purposes. Has the ability to offer instruction and advice to co-workers and the public regarding departmental policies, methods and regulations. Is able to take the initiative to complete the duties of the position without the need of constant supervision. Has the ability to plan, organize and prioritize daily assignments and work activities. Has the ability to learn and utilize new skills and information to improve job performance.

and efficiency. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner. Has comprehensive knowledge of the terminology and various professional languages used within the department. Is able to communicate in a firm and tactful manner with various agencies, members of the public, and departments and is persuasive in such communication. Knows how to make public presentations. Has the mathematical ability to handle required calculations. Has knowledge of modern office practices and technology. Has knowledge of the use of computers for data and word processing.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to supervisor with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra and inter-departmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships intra and inter-departmental, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

**Planning:** Knows and understands the expectations of the Town regarding the activities of the division and works to see that these expectations are met. Designs and formulates ways, means and timing to achieve the goals and objectives of the department and the division. Within the constraints of Town policy, formulates the appropriate strategy and tactics for achieving division and departmental objectives. Organizes, arranges and allocates manpower, financial and other designated resources in an efficient and effective way so as to achieve the goals and objectives of the division and department.

**Decision Making:** Uses discretion and judgment in implementing courses of action affecting the division.

**Creativity:** Employs imagination and creativity in the application of duties and responsibilities. Is not averse to change.

**Human Relations:** Strives to develop and maintain good rapport with all co-workers.

**Policy Implementation:** Has a clear and comprehensive understanding of Town policies regarding the division, department and Town function. Adheres to those policies in the performance of duties and responsibilities.

## **EXHIBIT B**

### **Class Specification** **HIGH SCHOOL INTERN**

#### **NATURE OF WORK**

Under close to general supervision, performs a variety of routine and specialized office support activities for an assigned department. This is limited customer service, office, municipal government work in an assigned department providing a work experience that lends itself to learning relative concepts and policies of the assigned department. Work involves performing technical and/or clerical tasks in the assigned Division.

#### **ILLUSTRATIVE TASKS**

Receives and responds to inquiries from various divisions and the public within scope of assignment.

Assists administrative superior in preparing documents for distribution, and/or compilation.

Files department related forms/materials in accordance with filing procedures which comply with department/State records management, and related policies and procedures.

Updates/maintains a variety of databases/spreadsheets in order to facilitate information recording, storage, and retrieval and/or to track activity/volume of work within scope of knowledge.

Proofreads printouts, summary reports, or on screen data in order to identify data entry errors.

Assists in administering written and clerical performance tests to applicants and employees; explains testing procedures, distributes materials, and monitors exams.

Performs related work as required.

#### **KNOWLEDGE, ABILITIES AND SKILLS**

Ability to organize information in chronological and alphabetical order as needed.

Ability to communicate effectively, speak clearly and distinctly through telephone conversations as well as face-to-face with citizens and/or Town employees while giving responses.

Knowledge of procedures for operating various office equipment, including personal computers.

Knowledge of English spelling and grammar.

Ability to operate a calculator to tabulate check totals, credit card transactions, gate head counts, etc.

Ability to perform basic mathematical calculations involving addition, subtraction, multiplication and/or division.

Ability to read names, account numbers, amounts and related information on a variety of documents.

Ability to identify errors in account numbers, dates, amounts or related information.

Ability to sort/file materials alphabetically, chronologically, and numerically.

Ability to keyboard.

Ability to prioritize work activities.

Ability to establish and maintain effective working relationships with the general public, co-workers, elected and appointed officials and members of diverse cultural and linguistic backgrounds, regardless of race, color, religion, age, gender, ethnicity, disability, sexual orientation, marital status or political affiliation.

Ability to serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of the Town of Davie's policies.

**KNOWLEDGE, ABILITIES AND SKILLS**  
**NOT REQUIRED AT TIME OF HIRE BUT EXPECTED TO BE DEVELOPED ON THE JOB:**  
(The Knowledge, Abilities, and/or Skills listed below, although considered to be necessary in order to perform the work of this job class, are not required at time of hire.)

Knowledge of the general operating policies and procedures of the assigned department.

Knowledge of established customer service policies, procedures, and techniques.

Knowledge of general policies, procedures, and techniques for interacting with disruptive individuals.

Knowledge of agency policies and procedures for handling cash, checks, and credit card transactions, if any.

Knowledge of types and locations of various materials and services within the assigned department or facility.

Knowledge of standard formats used for a variety of correspondence, notices, schedules, and related materials.

Ability to understand, follow, and explain a variety of departmental policies and procedures.

Ability to read and understand data/information from a variety of computer spreadsheets, printouts, or related documents.

Ability to bend, stoop, twist, and reach to shelve a variety of equipment and materials.

Ability to operate a personal computer to record hearings and/or prepare a variety of correspondence, notices, schedules, and related materials using a variety of software/applications.

**DESIRABLE EXPERIENCE AND TRAINING**

Enrollment in high school; volunteer or work experience in general clerical work including some experience in the type of work conducted in the desired department; or any equivalent combination of training and experience.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED**  
**TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of office equipment including computer, mail machine, copier, typewriter, etc. Must be able to exert a negligible amount of force constantly to move objects. Physical demand requirements are those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments or directions from supervisors.

**Language Ability:** Requires the ability to read a variety of reports, letters and memos, budget reports, personnel reports, etc. Requires the ability to prepare correspondence, reports, forms, budgets, studies, insurance claims, log reports, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principles of logical thinking or rational systems to define problems, collect data, establish facts, and draw valid conclusions; to interpret a variety of technical instructions; and to deal with several abstract and concrete variables.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in personnel and legally/medically associated terminology.



**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items such as office equipment. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

**Physical Communication:** Requires the ability to talk and hear (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear).

### **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has general knowledge of Town personnel policies and procedures. Has some knowledge of the organization, functions, and programs of the Town departments. Has some knowledge of modern office procedures and practices. Is able to establish and maintain effective working relationships with associates, administrative personnel, employees and the general public.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts within department and division, and with co-workers and the general public.

**Quantity of Work:** Maintains effective and efficient output of all duties and responsibilities as described under "Illustrative Examples of Work."

**Dependability:** Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures.

**Attendance:** Attends work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountability.

**Judgment:** Exercises appropriate judgment in areas of responsibility. Identifies problems or situations as they occur and solicits direction for correction. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same.

**Relationships with Others:** Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the Town. Interacts effectively with fellow employees, supervisor, professionals and the general public.

**Coordination of Work:** Plans and organizes daily work routine.

**Safety and Housekeeping:** Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

## **EXHIBIT C**

### **Class Specification GRADUATE INTERN**

#### **NATURE OF WORK**

This is advanced administrative work which provides the opportunity for professional training in various offices throughout the Town. Assignments serve to offer practical experience and broad exposure to the Town's organizational structure.

Administrative direction and supervision is received from a superior; emphasis is placed on interpreting policies, procedures and making recommendations. Work is reviewed through observation of performance, frequent conferences and reports.

#### **ILLUSTRATIVE TASKS**

Applies research techniques and analytical methods to the study of administrative systems, organizational structures, policies and procedures.

Conducts special studies in conjunction with a project; analyzes data and makes recommendations based upon studies.

Responsible for project assignments, research and analysis.

Provides information and assistance to the general public and other governmental agencies.

Prepares project reports and related data.

Performs related work as required.

#### **KNOWLEDGE, ABILITIES AND SKILLS**

- Knowledge of the principles of management, organization, and administration.
- Knowledge of organization and administration of governmental operations.
- Ability to conduct research and make recommendations.
- Ability to prepare technical reports.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with the general public, co-workers, elected and appointed officials and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability or political affiliation.

#### **MINIMUM EXPERIENCE AND TRAINING**

Currently enrolled in, or recently (within six (6) months) graduated from, an accredited graduate level degree program.

#### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED**

##### **TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of machines and equipment including vehicles, computer, basic office equipment, telephone/radio, etc. Must be able to exert up to twenty pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Physical demands are in excess of those for sedentary work; must be able to remain on feet for periods of time, stoop, kneel, crouch, crawl, push, and pull. Must be able to lift, position and/or carry weights of up to twenty-five pounds.

**Data Conception:** Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communications:** Requires the ability of speaking and/or signaling people to convey or-exchange information. Includes receiving assignments and/or direction from supervisor.

**Language Ability:** Requires ability to read a variety of policy and procedure manuals, technical manuals, etc. Requires the ability to prepare routine reports, correspondence, etc. with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to learn and understand relatively complex principles and techniques; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow-verbal and written instructions. Must be able to communicate effectively and efficiently with co-workers, professionals and the general public.

**Numerical Aptitude:** Requires the ability to add and subtract totals, to multiply and divide, to utilize-mathematical formulas, to determine percentages and decimals and to determine time and weight. Must be able to use practical applications of algebra and statistics.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes using office and specialized-machinery, and to operate motor vehicles.

**Manual Dexterity:** Requires the ability to handle a variety of items, keyboards, office equipment, control-knobs, buttons, switches, catches, etc. Must have significant levels of eye/hand/foot coordination.

**Color Discrimination:** The ability to differentiate colors and shades of color is determined by Departmental assignment.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.

**Physical Communications:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

### **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has knowledge of the methods, procedures and policies of the assigned department. Understands the role of the position in relation to entire operations. Has considerable knowledge of the functions and interrelationships of other governmental agencies. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge in the areas of applicable Town codes and ordinances, etc. Is able to perform duties under adverse environmental conditions such as excessive heat, cold, odors, smoke, dusts, noise, machinery hazards, and electric currents. Has knowledge of applicable occupational hazards and safety precautions. Has the ability to plan and develop daily, short and long term goals related to purposes. Has the ability to offer instruction and advice to co-workers and the public regarding departmental policies, methods and regulations. Is able to take the initiative to complete the duties of the position without the need of constant supervision. Has the ability to plan, organize and prioritize daily assignments and work activities. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner. Has comprehensive knowledge of the terminology and various professional languages used within the department. Is able to communicate in a firm and tactful manner with various agencies, members of the public, and departments and is persuasive in such communication. Knows how to make public presentations. Has the mathematical ability to handle required calculations. Has knowledge of modern office practices and technology. Has knowledge of the use of computers for data and word processing.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to supervisor with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra and inter-departmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships intra and inter-departmental, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

**Planning:** Knows and understands the expectations of the Town regarding the activities of the division and works to see that these expectations are met. Designs and formulates ways, means and timing to achieve the goals and objectives of the department and the division. Within the constraints of Town policy, formulates the appropriate strategy and tactics for achieving division and departmental objectives. Organizes, arranges and allocates manpower, financial and other designated resources in an efficient and effective way so as to achieve the goals and objectives of the division and department.

**Decision Making:** Uses discretion and judgment in implementing courses of action affecting the division.

**Creativity:** Employs imagination and creativity in the application of duties and responsibilities. Is not averse to change.

**Human Relations:** Strives to develop and maintain good rapport with all co-workers.

**Policy Implementation:** Has a clear and comprehensive understanding of Town policies regarding the division, department and Town function. Adheres to those policies in the performance of duties and responsibilities.

## EXHIBIT D

### CLASS SPECIFICATION ADMINISTRATIVE AIDE

#### GENERAL STATEMENT OF JOB

Under minimal supervision, performs responsible administrative and staff assistance work in direct support of Department Administration/Director. Employee manages assigned department operations ~~or~~ and work initiated in anticipation of needs or problems and at the request of the Town Administrator, Mayor and Councilmembers, and/or Department Director. Supervises support staff and provides administrative and secretarial support to the Town Administrator and/or Department Director. This position requires an individual who can work under stressful circumstances when fielding complaints or dealing with elements of a sensitive nature which requires confidentiality. Reports to the Town Administrator and/or Department Director.

#### ILLUSTRATIVE EXAMPLES OF WORK

##### ESSENTIAL JOB FUNCTIONS

Manages and coordinates the administrative and operational activities of the ~~Administration-Department~~. Reports and carries out specific responsibilities initiated by the Town Administrator, ~~and/or~~ Mayor and Town Council, and/or Department Director. ~~Works~~ independently under minimal supervision.

Composes and types correspondence, reports, contracts, statements, manuscripts, letters, resolutions, proposals, forms and other materials into form from typed or handwritten copy or dictation, taking responsibility for spelling, punctuation, grammar and editing format.

Arranges travel for Town Administrator, ~~and~~ Councilmembers, and/or Department Director calculating cost and reimbursement and preparing narrative report of trip pursuant to purchasing procedures.

Collects, compiles, prepares, and disseminates strategic, confidential information used in union negotiations for collective bargaining agreements.

Opens all Town Administrator's, ~~and~~ Mayor's and/or Department Director's mail including confidential correspondence and ~~directs to~~ distributes appropriately ~~department head~~ for handling or response. Follows up to make sure matters ~~is~~ are resolved so no further problems result. Reads all published or printed material and brings articles of interest to Town Administrator's and/or Department Director's attention.

Supervises ~~Administration-Department~~ and/or acts as leadworker for clerical personnel and/or internship program, interviewing applicants and assigning and monitoring work. Completes progress reports and assists in the evaluation of job performance of support staff and makes recommendations.

Receives and investigates/screens, routes and troubleshoots all incoming calls to Town Administrator, ~~and/or~~ Councilmembers, and/or Department Director regarding citizen complaints, ~~including recycling and cable franchise complaints, referring to Town Administrator as necessary.~~ Answers inquiries when able. Maintains system of tracking citizen compliments and/or complaints until resolved.

Schedules appointments for Town Administrator, ~~and~~ Councilmembers, and/or Department Director as well as ~~maintains executive day chart of department heads to keep track of executive time off.~~ May keep detailed appointment book for Mayor.

Oversees maintenance of department filing system, maintains files regarding active projects for the Town Administrator and/or Department Director, updates files as necessary, archives data for budget preparation, contract renewal, and periodically updates filing system. Inputs the operating budget for each fiscal year.

Serves as liaison between Town Administrator and public officials, department ~~heads~~ directors and news media, and Department Director and Directors of other departments. Communicates direction from Town Administrator. Maintains cooperative working relations with all Town departments, elected and appointed officials, the public and governmental agencies.

Serves as computer liaison for the department, reviews new software and suggests updates when necessary. Gives and gathers a variety of information utilizing knowledge of programs and procedures and software.

Prepares agenda for administrative meeting, handles mechanics for planning major meetings. Attends conferences, hearings, advisory committees, council meetings, special meetings and/or workshops as directed. May take and transcribe notes.

Processes insurance claims and serves as the Insurance representative for department. Advises staff of any changes in current health plan.

Coordinates and participates in special events, town ceremonies and projects as directed by the Town Administrator and/or Department Director.

~~Organizes fundraising committees to help raise money for special events.~~

~~Designs and produces mechanicals for ads, brochures and town materials of a complex nature.~~

In absence of Town Administrator Director or Department Director, may be authorized signatory to accept legal documents such as subpoenas.

### **ADDITIONAL JOB FUNCTIONS**

Prepares and processes department payroll.

Performs other related duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Graduation from high school supplemented by college level course work in secretarial science, business administration or a related field and 3 to 5 years of progressively responsible experience in secretarial and administrative work. Experience equal to 1 to 2 years in the operation of computer driven word processing spreadsheet and file maintenance programs preferred; or an equivalent combination of training and experience which provides the required skills, knowledge and abilities. Holds or is able to acquire certification by the State of Florida as Notary Public.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of office equipment including a typewriter, calculator, copier, facsimile machine, etc. Must be able to exert up to 10 pounds of force occasionally, and up to 5 pounds of force frequently, or a negligible amount of force constantly to move objects. Physical demand requirements are those for Sedentary Work, but position may require walking or standing to a significant degree.

**Data Conception:** Requires the ability to compare or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

**Language Ability:** Requires the ability to read a variety of reports, letters and memos, budget reports, studies and finance audit reports, procedural manuals, computer printouts, etc. Requires the ability to prepare correspondence, reports, forms, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principles of logical or rational thinking to plan and develop procedures, learn and evaluate information, and make some individual judgments and decisions.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including legal and governmental terminology.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas to add and subtract, multiply and divide, or utilize decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability coordinate hands and eyes rapidly and accurately in using office equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items such as office equipment. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress or in emergency situations.

**Physical Communication:** Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.)

### **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has thorough knowledge of the organization and function of the Administration Department. Has considerable knowledge of Town and departmental rules, regulations, policies and procedures, and the ability to interpret them. Has considerable knowledge of the principles and practices of modern office management including a knowledge of popular computer driven word processing, spreadsheet, and file maintenance programs. Has considerable knowledge of arithmetic, spelling, grammar, punctuation, and vocabulary. Has some knowledge of the principles of supervision, organization and administration. Is skilled in organizing work flow and coordinating activities. Is skilled in the operation of a typewriter or computer-driven data entry equipment. Is able to organize and manage assigned operations of the department. Is able to research problems and find solutions independently, in accordance with laws, regulations and Town policies and procedures. Is able to communicate effectively in oral and written form. Is able to supervise and coordinate the work of others. Is able to deal tactfully and effectively with public officials, co-workers, and the general public. Is able to establish and maintain effective working relationships as necessitated by work assignments. Is able to develop and modify work procedures, methods and processes to improve efficiency. Is able to maintain complex records. Is able to compose effective correspondence.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all Town departments and divisions, co-workers and the general public.

**Quantity of Work:** Maintains effective and efficient output of all duties and responsibilities as described under "Illustrative Examples of Work."

**Dependability:** Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountability. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the Town.

**Relationships with Others:** Share knowledge with supervisors and staff for mutual and Town benefit (i.e. Computer knowledge). Contribute to maintaining high morale among all Town employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, and the general public so as to maintain good will toward the Town and project a good Town image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the Town. Interacts effectively with fellow employees, Town Administrator, professionals and the general public.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

**Safety and Housekeeping:** Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

**Planning:** Plans, directs and uses information effectively in order to enhance activities and production of the department. Knows and understands the expectations of the Town regarding the activities of the division and works to see that these expectations are met. Designs and formulates ways, means and timing to achieve the goals and objectives of the department and the division. Within the constraints of Town policy, formulates the appropriate strategy and tactics for achieving division and departmental objectives. Organizes, arranges and allocates manpower, financial and other designated resources in an efficient and effective way so as to achieve the goals and objectives of the division and department.

**Organizing:** Organizes work and that of subordinate staff well. Ensures staff members know what results are expected of them and they are regularly and appropriately informed of all Town and department matters affecting them and/or of concern to them.

**Staffing:** Works with other staff members to select and recommend employment of personnel for the department, who are qualified to meet the needs of the department. Oversees the development and training of personnel.

**Leading:** Provides a work environment which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Exercises enthusiasm in influencing and guiding others toward the achievement of department goals and objectives.

**Controlling:** Provides a work environment which is orderly and controlled. Coordinates, audits and controls manpower and financial resources efficiently and effectively. Coordinates, audits and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of Town standards, methods and procedures.

**Delegating:** Assigns additional duties to staff as necessary and/or appropriate in order to meet division goals, enhance staff abilities, build confidence on the job and assist staff members in personal growth.

**Decision Making:** Uses discretion and judgment in developing and implementing courses of action affecting the division. When a particular policy, procedure or strategy does not appear to be achieving the desired result, moves decisively and definitively to develop and implement alternatives.

**Creativity:** Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of the division and the department. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change.

**Human Relations:** Strives to develop and maintain good rapport with all staff members. Listens to and considers suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

**Policy Implementation:** Has a clear understanding of Town policies. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from support staff.

**Policy Formulation:** Keeps abreast of changes in operating philosophies and policies of the Town and continually reviews division policies in order to ensure that any changes in Town philosophy or practice are appropriately incorporated. Also understands the relationship between operating policies and practices and department morale and performance. Works to see that established policies enhance same.